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NON-COMPETITIVE DIVISION

Post- COVID Pandemic Business Continuity Challenges and Opportunities

The COVID-19 global pandemic exposed that far too many private and public sector agencies, businesses, and organizations had business continuity programs that were not robust enough to support their long-term activation. The business continuity program gaps meant that government and businesses had to scramble to quickly create work-from-home policies, COVID-19 mitigation infection control procedures, and business processes to allow them to continue operations despite such daunting challenges of COVID-19 surges along with other disasters such as wildfire and extreme heat events.

This session will offer case studies, lessons learned, and information sharing of government agencies, non-profits, and private sector businesses across the U.S. that faced these COVID-19 pandemic challenges and used them as opportunities to strengthen their business continuity programs to make their organizations more disaster resilient. Lastly, the session will offer a participant experience sharing experience opportunity.

Presentation Theme: As a CEO of a global resilience firm and an emergency management and business continuity practitioner, our firm has

supported hundreds of public and private sector clients during the COVID-19 pandemic and have seen stark trends that have emerged when they did not have robust emergency management and business continuity programs to guide their long-term activation. Many clients had little to no plans in place while others used the COVID-19 Pandemic to build robust global resilience programs.

Collaborators, Advisor(s) and Department(s) that assisted with this research: Our staff